

	Position Title: Coordinator – Risk Assessment & Management Panel (RAMP)	Team: Northern Family & Domestic Violence Service		Region: Northern Office: Eaglemont
	Supervisor: Family Violence Practice Leader	Delegations and Authorities: In Line with Delegations Policy	Band: B Salary: SCHCADS Lv 6	Date Completed: September 2019

OUR VISION AND PURPOSE	ROLE CONTEXT
<p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p>	<p>The Northern Family & Domestic Violence Service (NFDVS) is the lead provider and access point for the integrated family violence service system for women and children in the Northern Metropolitan sub-region. The service aims to assist women and their children to remain safely within their community and maintain a life free of violence while also addressing the emotional and practical needs and issues arising from the violence. Underpinning the service is a commitment to work within a feminist framework that acknowledges the gendered nature of violence against women and the social pattern of inequality in which violence and abuse is perpetrated.</p> <p>A Risk Assessment & Management Panel (RAMP) is a formally convened meeting of several key agencies and organisations at a local level. RAMPs are regularly convened to comprehensively and collaboratively assess the safety of highest risk victims of family violence, and to develop coordinated Action Plans for participating agencies to undertake to keep women and children safe, and to increase perpetrator accountability.</p> <p>The new Support and Safety Hub (Orange Door) in the North East region interfaces with the NFDVS service and the North East RAMP Coordinator will liaise with the Family Violence Practice Leader and Hub Practitioners to consider referrals to the monthly panel.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>We expect all staff to apply these Values in all aspects of their work.</p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p>	<p>The Coordinator - Risk Assessment & Management Panel (RAMP) will work collaboratively with a team of highly skilled family violence workers to facilitate, coordinate and manage referrals to the program, in addition to negotiating, developing and maintaining all aspects of the panel and reviewing its outcomes. The Coordinator will be assigned to the North East region.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office.</p> <p>This role reports to the Family Violence Practice Leader based in the NEMA Orange Door however may report to the Team Leader, Triage and Response for day to day line management. As a senior member of the team, this role may also supervise other members of the team.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety. • Berry Street is committed to diversity and inclusion. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion. • Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practising and promoting self-care strategies. • Demonstrated ability to provide leadership and share knowledge and experience with others. • Demonstrated experience in the provision of crisis intervention and casework with women and children from diverse backgrounds who have experienced family violence. • An advanced ability to assess family violence risk and make decisions based on evidence based risk factors regarding priority for the panels with the Co-Chair. • A good understanding of the gendered nature of family violence and the ability to articulate and apply a practice framework including engagement and assessment. • Demonstrated ability to reflect on and analyse complex problems and provide workable solutions. • Demonstrated skills in building relationships with a range of other key stake holders at a systemic and individual case planning level. • Advanced organisational skills and ability to meet deadlines. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification (minimum Bachelor level) in Social Work, Psychology, Welfare or related discipline. • Minimum of two years of previous experience in a family violence program. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • A comprehensive understanding of the Integrated Family Violence Service System. • Knowledge of the Family Violence Protection Act 2008 and the Common Risk Assessment Framework and the ability to share this knowledge and model systems advocacy. • Ability to speak a relevant community language.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Monitor referrals, assessments, case coordination functions within relevant agencies supporting each individual RAMP case. • Build and maintain relationships with core and non-core partner providers and a range of other key stake holders at a systemic and individual case planning level. • Coordinate RAMP meetings in the North East region. • Consult re: family violence risk assessments to individual women, children and provide consultations to team members and other relevant agency members where relevant. • Supervise staff in the NFDVS team. • Initiate, receive and review referrals to RAMP from NFDVS and a range of external agencies and organisations. • Discuss referral and consent to RAMP with women at high risk of family violence, ensuring that referrals meet RAMP high risk criteria. • Provide secondary consultation to referring agencies to ensure the safety of women and children, prior to the RAMP. • Complete a range of administrative task including; preparing the agenda and information for RAMP meetings and distributing Action Plans to RAMP members. • Establish and maintain relationships with RAMP member and associate agencies and organisations. • Liaise with a wide range of potential referral agencies, to familiarise them with the RAMP process and referral pathways.
Administration	<ul style="list-style-type: none"> • Ensure all meeting times, dates and venues are booked and scheduled for RAMP meetings. • Manage the RISS data base. • Manage Central Information Point processes. • Resource RAMP meetings including the distribution of agendas, the recording of minutes and Action Plans for each referral. • Ensure all participants are aware of confidentiality agreements. • Maintain up-to-date contact information for all attendees. • Ensure that accurate statistical data as required by DHHS is maintained and collated in a timely manner for reporting timelines. • DATA collection related to RAMP.
Program Development	<ul style="list-style-type: none"> • Develop/review, in consultation with the Team Leader/Program Manager, protocols or formal agreements with key stakeholders, sharing of information, confidentiality of agreements, decision making processes and conflict resolution processes. • Develop and deliver training & education presentations to local, regional, state-wide groups as required. • Liaise with key management and staff from within the broader community & health services sectors including hospitals, Community Health, housing, aged care, children's services, drug & alcohol, problem gambling and other relevant services and facilitate effective links to enhance referral options for women and children and promote awareness of family violence. • Cooperate and participate in any evaluation processes either broadly related to family violence work or specifically regarding the strategies.
Other	<ul style="list-style-type: none"> • Other duties as required.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey.	Daily
	Sit at a computer or in meetings for extended periods.	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Daily
	Work with clients who may have a physical or sensory disability.	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services.	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional